

PRIVACY STATEMENT

We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in accordance with the New Zealand Privacy Act 2020. It also explains how we use third-party technology providers — including cloud storage, email, online form, email marketing and artificial intelligence (AI) tools — some of which store or process information on servers located outside New Zealand.

Information We Collect

We may collect the following types of personal information:

- ☐ Contact details (name, address, email, phone number)
- ☐ Identification information (date of birth, passport number)
- ☐ Financial information (bank account details, payment information)
- ☐ Legal information (details of your legal matter, court documents)
- ☐ Any other information you provide to us
- ☐ Technical information about your use of our website (for example your IP address, device information and cookie data)

How We Collect Information

We collect personal information directly from you when you:

- ☐ Contact us via phone, email, or our website
- ☐ Engage our legal services
- ☐ Attend our offices or events
- ☐ Provide information through forms or documents
- ☐ Interact with our website, including through cookies and website analytics tools

We may also collect personal information about you from third parties — such as other parties to your matter, public registers, and our service providers.

Use of Personal Information

We use your personal information to:

- ☐ Provide legal services and advice
- ☐ Communicate with you
- ☐ Manage and administer our business
- ☐ Comply with legal and regulatory obligations
- ☐ Improve our services
- ☐ Send you newsletters, updates and marketing communications, which you can opt out of at any time

- ☐ Use technology tools, including AI tools, to help us prepare, review, manage and improve our work and services

Disclosure of Personal Information

We may disclose your personal information to:

- ☐ Our employees and contractors
- ☐ Third-party service providers (for example providers of IT support, cloud hosting and data storage, document management, email and communications platforms, email marketing and newsletter tools, online form tools, and artificial intelligence (AI) tools)
- ☐ Courts, tribunals, and regulatory authorities
- ☐ Parties to the case/matter we are assisting you with
- ☐ Other parties as required by law

Some of these service providers store or process your personal information on servers located outside New Zealand. Please see “Sending information overseas” below.

Use of artificial intelligence (AI)

We use AI tools to help us deliver and improve our services — for example to draft, summarise, review and organise documents and information. When we do this, your personal information may be processed by these tools and stored on servers operated by the AI provider, which may be located outside New Zealand.

We use reputable providers and, where practicable, use business or enterprise arrangements under which your information is not used to train the provider’s AI models and is subject to appropriate confidentiality and security protections. We remain responsible for the personal information we hold, and AI tools do not replace the professional judgement of our lawyers.

Sending information overseas

Some of our service providers — including cloud storage, email, email marketing, online form and AI providers — are located, or store information, outside New Zealand. Where we disclose your personal information to an overseas provider, we take reasonable steps, as required by Information Privacy Principle 12 of the Privacy Act 2020 or we otherwise rely on a lawful basis for the disclosure (for example your authorisation).

We keep the personal information we hold safe and secure

We do not sell or trade your personal information. The personal information we collect is held in our secure database and password protected computers. Occasionally, personal information may also be held in hardcopy at our office in Auckland. Wherever the information is held, we take all reasonable steps to ensure that it is secure. Where our service providers hold information on our behalf, we take reasonable steps to ensure they have appropriate security measures in place. Despite these measures, no method of electronic storage or transmission is completely secure.

If a privacy breach occurs that is likely to cause serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as required by the Privacy Act 2020.

How long we keep your information

We keep your personal information for as long as we need it for the purposes described in this policy, or as required by law. As a law firm, we are generally required to retain client files and records for a minimum period (usually at least seven years) to meet our professional and regulatory obligations.

Cookies and website analytics

Our website may use cookies and similar technologies, and third-party analytics tools, to help the site work and to understand how it is used. You can set your browser to refuse cookies, although some parts of our website may not function properly if you do.

Accessing your information we hold:

You have the right to access and correct your personal information. If you wish to do so, please contact us at scott@rvh.co.nz, david@rvh.co.nz or rebecca@rvh.co.nz. We will respond within the timeframes required by the Privacy Act 2020 (generally within 20 working days).

Changes to this Privacy Policy:

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the updated policy will take effect from the date of posting.

Feedback and concerns:

Please contact us if you have any feedback or concerns about privacy. If you are not satisfied with our response, you can complain to the Office of the Privacy Commissioner (www.privacy.org.nz; phone 0800 803 909).